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June 24, 2014

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Ms. Jocelyn Boyd SC Public Service Commission 101 Executive Center Drive Suite 100 Columbia, SC 29210

2014-2725

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W. 12969.

Dear Ms. Boyd,

As representatives of concerned citizens of Barnwell County, we are submitting this letter petitioning a public hearing for the closing of the SCE&G office located at 12710 Main Street, Williston, SC.

As customers of SCE&G, we are concerned with the decision made for the closing of this office because of the following reasons:

- 1. Because of a large number of employees who are employed at the four industries located in this town and all the businesses, the entire county of Barnwell, (Williston, Blackville, Barnwell, and Elko) as well as other surrounding use this location. It is the ideal office to use because of the business hours. Most offices close before these employees reach their home town in order for them to pay their electric bill. This information was obtained from conversations with customers. With four industries and many businesses located in this town, this closing issue should really be reconsidered.
- 2. There are five Housing Authority complexes along with a Senior Citizen Apartment complex and this office is in walking distance for the occupants of these complexes. If they can not walk, they have to pay someone to drive them and so they do their shopping and pay their electric bill at the same time. Because they are also on a fixed income, they receive great customer service from this office by having their bill explained to them, such as the amount and date they need to pay each month. They are not going to receive this type of Customer Service from other paying stations. They rely on this office for instructions on how to they pay their bill. This is going to be a sad situation.
- 3. By living in a rural area, a lot of customers, such as the ones that are mentioned above, do not have computers/laptops, etc. in which they can go on line to pay their bill.

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June 16, 2014

Mr. Sam Dozier SCANA Services 220 Operation Way Cayce, SC 29033

Dear Mr. Dozier,

As just merrily representatives of concerned citizens of Barnwell (ounty, we are submitting this letter stating our concerns and asking that the closing of the SCE&G office located at 12710 Main Street, Williston, SC be reconsidered

As customers of your cooperation, we would have loved to been included in your decision making as to the closing of this office because of the following reasons:

- 1. Because of a large number of employees who are employed at the four industries located in this town and all the businesses, the entire county of Barnwell, (Williston, Blackville, Barnwell, and Elko) as well as other surrounding communities (Springfield, Neeses, North Augusta, Allendale, Fairfax, and others) use this location. It is the ideal office to use because of the business hours. Most offices close before these employees reach their home town in order for them to pay their electric bill. This information was obtained from conversations with customers. With four industries and many businesses located in this town, this closing issue should really be reconsidered.
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